

PCN Reenrollees' Health Outcome and Performance Measures

	July-December 2002	July-December 2003	May - June 2005	
	N = 1,992	N = 1,992	N = 1,992	
*Means and percentages based on actual responses				
Health Indicator/Measures	actual=1,281	actual=1,281	Reenrollees actual=824	Disenrollees actual=457
Physical and Mental Health Status				
Physical Component Score (SF-12)*	48.06	46.72	46.34	45.53
Mental Component Score (SF-12)*	40.61	40.22	40.23	40.19
Chronic Conditions				
Diagnosed Arthritis	18.4%	22.3%	21.6%	not asked
Diagnosed Diabetes	10.3%	11.6%	14.9%	not asked
Presently Have Asthma	10.6%	11.0%	13.3%	not asked
Presently Have High Blood Pressure	15.7%	17.5%	22.3%	not asked
Got Needed Care				
Medical care	67.1%	81.5%	83.5%	66.9%
Dental Care	44.7%	62.4%	60.7%	43.1%
Mental health care	64.0%	57.2%	44.8%	57.4%
Alcohol/drug care	68.4%	58.3%	60.0%	11.8%
Prescription medications	65.8%	79.7%	79.6%	68.8%
Received routine care	51.7%	71.7%	72.3%	58.2%
Emergency department visits, at least once	15.7%	16.6%	16.2%	17.6%
Overnight hospital stays, at least once	6.9%	4.9%	4.2%	8.1%
Got specialty care	62.8%	43.1%	45.6%	62.0%
Prevalence of tobacco use	24.1%	26.4%	24.7%	23.5%
Had problem getting needed care	40.6%	33.0%	40.9%	43.0%
Had problem getting referral to specialist	43.3%	54.2%	61.8%	38.5%
Satisfaction Measures				
Rating of Program (average 0-10)	not asked	7.03	6.88	7.00
Rating of Personal Doctor or Nurse (average 1-10)	not asked	8.48	8.47	8.26